

Year & Month	A.1.a The number of residential customer accounts that were disconnected during the period for non-payment and that remained disconnected (displacement) during the entire period	A.1.b The number of residential customer accounts that were disconnected during the period and reconnected within 12 months	A.1.c The number of residential customer accounts that received service and had past due balances	A.1.d The number of residential customer accounts that were on deferred payment arrangements [<i>by DPA start date</i>]	A.1.g The number of residential customer accounts that provided a medical certificate in response to a disconnection notice	A.1.h The amount of payment and the number of residential customer accounts that received bill payment assistance, including but not limited to low- income energy assistance programs such as the Low-Income Home Energy Assistance Program (LIHEAP), state programs such as the Percentage of Income Payment Program (PIPP), utility programs, and social service programs such as Catholic Charities, Salvation Army or other charitable service organizations
201305	0	0	1	69	0	49
201306	0	0	0	880	0	102
201307	0	0	23,134	2,478	0	140
201308	286	1,046	16,705	6,912	0	271
201309	482	1,625	17,396	7,899	0	235
201310	370	1,373	17,486	9,323	0	249
201311	207	887	13,661	8,878	1	175
201312	189	893	12,537	10,033	5	165
2013 total	1,533	5,823	100,908	46,469	6	1,386
201401	374	1,456	19,344	10,183	18	224
201402	186	716	13,081	7,765	5	137
201403	325	1,185	11,895	7,729	5	188
201404	376	1,260	11,622	7,276	8	190
201405	268	1,125	13,556	6,739	6	158

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201406	554	1,995	15,008	7,597	11	225
201407	719	2,096	20,383	8,321	20	325
201408	487	1,934	15,368	8,231	15	239
201409	304	1,155	17,842	9,133	13	219
201410	462	1,937	17,599	9,316	18	193
201411	278	1,516	15,156	8,119	8	179
201412	343	1,692	18,336	9,290	2	149
2014 total	4,676	18,067	189,178	99,695	129	2,426
201501	461	2,238	17,907	8,274	13	232
201502	302	1,436	15,914	7,311	5	158
201503	394	1,962	15,906	7,401	4	142
201504	398	1,819	15,030	6,473	6	157
201505	392	1,800	14,985	6,186	1	185
201506	477	2,112	16,617	5,896	9	180

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201507	484	2,052	16,757	5,740	8	178
201508	541	2,068	16,073	5,784	9	185
201509	647	2,301	18,194	5,959	3	164
201510	521	2,328	16,114	6,128	3	205
201511	457	1,649	17,184	6,152	3	170
201512	408	1,905	16,978	6,176	3	193
2015 total	5,482	23,670	197,637	77,475	67	2,149
201601	523	2,595	16,529	5,567	5	207
201602	465	2,132	15,278	5,948	3	155
201603	389	2,078	13,879	5,653	0	150
201604	341	1,331	12,790	5,062	3	155
201605	441	1,888	14,685	5,751	2	151
201606	572	2,280	16,224	5,824	5	182
201607	451	1,982	17,333	6,153	5	163

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201608	633	2,427	18,165	6,696	2	160
201609	526	2,344	17,107	7,516	3	176
201610	485	1,989	17,659	7,959	3	146
201611	384	1,550	16,431	8,177	2	172
201612	361	1,791	17,129	8,589	1	168
2016 total	5,571	24,386	193,179	78,884	34	1,985
201701	398	2,162	18,830	8,833	5	197
201702	299	1,763	16,118	8,802	4	140
201703	362	2,141	16,470	9,168	4	158
201704	243	1,366	16,184	8,301	0	130
201705	469	1,896	18,219	9,029	4	133
201706	488	2,055	19,101	9,251	0	162
201707	542	2,020	19,368	9,275	4	133
201708	572	2,407	20,407	9,946	2	221

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201709	461	2,002	19,025	9,834	0	146
201710	477	2,035	20,172	10,755	4	164
201711	641	2,341	18,042	10,999	3	194
201712	341	1,692	17,776	10,752	2	133
2017 total	5,293	23,877	219,696	114,916	32	1,911
201801	654	2,553	21,259	11,067	5	179
201802	447	1,748	16,848	10,823	5	176
201803	387	2,262	16,769	10,833	2	157
201804	464	2,471	15,478	10,211	3	147
201805	514	2,315	17,062	10,117	2	148
201806	360	1,939	15,924	9,187	0	140
201807	560	2,505	19,367	9,917	4	191
201808	510	2,540	17,311	9,846	2	195
201809	496	2,336	18,623	9,237	0	145

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201810	585	2,648	17,996	10,090	5	172
201811	400	1,931	16,716	10,037	3	150
201812	401	2,254	18,607	9,831	1	164
2018 total	5,778	27,500	211,947	121,184	32	1,964
201901	388	2,536	18,298	9,381	1	202
201902	414	2,074	16,494	9,470	2	177
201903	314	1,770	15,626	9,084	2	157
201904	386	1,930	16,960	8,957	1	171
201905	329	1,825	15,694	8,618	5	169
201906	370	1,983	16,052	7,937	3	179
201907	519	2,192	17,272	8,303	2	215
201908	409	1,878	17,446	8,329	2	231
201909	356	1,931	19,377	8,883	4	187
201910	402	2,515	18,609	8,848	4	196

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201911	123	1,934	17,689	8,151	5	212
201912	0	2,226	18,655	9,066	5	163
2019 total	4,009	24,791	208,164	105,022	36	2,259
Total Result	32,344	148,124	1,320,822	643,714	336	14,080